

LESSON ONE

FIREFIGHTER I

Alarms and

Communications

DOMAIN: COGNITIVE / PSYCHOMOTOR

LEVEL OF LEARNING: KNOWLEDGE / APPLICATION

MATERIALS

IFSTA Essentials 5th edition or Jones and Bartlett Fundamentals of Fire Fighter Skills 2nd Edition or Delmar Firefighter's Handbook 3rd Edition; NFPA 1061 and NFPA 901; Local Jurisdiction Communication Standard Operating Guidelines; Local Jurisdiction Standard Operating Guidelines for testing and maintaining radio equipment and in-house alarm systems; Pre-Fire Surveys; access to the communications center or simulator; set of dummy telephones; dummy desktop microphone; portable radios; copies of blank dispatch report sheets; copies of blank incident report sheets; overhead or laptop computer and multimedia projector; slide projector and screen; extension cord.

NFPA 1001 JPRs, 2008 edition

- 5.2.1 Initiate the response to a reported emergency
- 5.2.2 Receive a business or personal telephone call
- 5.2.3 Transmit and receive messages via the fire department radio

Junior Member Statement:

Junior Member training activities should be supervised by qualified instructors to assure that the cognitive and psychomotor skills are completed in a safe and non-evasive manner. While it is critical that instructors be constantly aware of the capabilities of all students both mentally and physically to complete certain tasks safely and successfully, the instructor should take every opportunity to discuss with

departmental leaders and students the maturity and job awareness each participant has for the hazards associated with fire and rescue training.

OBJECTIVE PAGE

TERMINAL OBJECTIVE

The Firefighter I candidate shall correctly identify and demonstrate the appropriate procedures for receiving any type of report of an emergency or alarm, including the utilization of personnel alerting equipment.

ENABLING OBJECTIVES

1. The Firefighter I candidate shall explain, in writing, the role of the telecommunication operator and the functions of the telecommunication center.
2. The Firefighter I candidate, placed in a position to receive communications from the public, shall correctly explain the procedures necessary for a citizen to report a fire or other type of emergency.
3. The Firefighter I candidate shall correctly explain the procedures for receiving an alarm from the dispatch center or a report of an emergency from the public and then demonstrate the appropriate action.
4. The Firefighter I candidate shall correctly define the purpose and function of all alarm receiving instruments and personnel alerting equipment provided to the department and its members.

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MOTIVATION

Clear and concise communication is essential for the efficient operation of a fire department. Time is an enemy to the firefighter. In order to expedite an operation, communications and knowledge of the necessary factors pertinent to that operation are crucial. Firefighters must train on the execution of their communication skills until these required skills become second nature. Due to the complexity of today's communications equipment and the added stresses of an emergency situation, mastery of all of the components involved in the communications system is essential. Only then will the Firefighter I candidate meet the required level of expected performance.

PRESENTATION

ENABLING OBJECTIVE #1

The Firefighter I candidate shall explain, in writing, the role of the telecommunication operator and the functions of the telecommunication center.

1. Discuss the role of the telecommunication operator.
2. Discuss NFPA 1061.
3. Discuss each function of the telecommunication center.
 - a) Communication equipment.
 - b) Telephone systems (Most common source of received calls).
 - c) Radios.
 - d) Computer aided dispatch (CAD).
 - e) Recording information.
 - f) Enhanced 911.

4. Discuss the characteristics or traits for a person who receives emergency calls.
 - a) The ability to perform multiple tasks
 - b) The ability to remember details and recall information easily.
 - c) The ability to exercise voice control.

Reference:

Delmar Handbook 3rd edition, pages 55-58
J&B Fundamentals 2nd edition, pages 80-86
IFSTA Essentials 5th edition, pages 926-938

NOTE: Fire Departments may utilize various types of radio and communications equipment. The instructor is advised to review the operations manual for this equipment prior to the delivery of this class.

APPLICATION

If time permits and access is available, set up a time for the class to tour the local dispatch center and allow the students to interact with the telecommunicator(s) and discuss some of the topics covered in Enabling Objective #2.

PRESENTATION

ENABLING OBJECTIVE #2

The Firefighter I candidate, placed in a position to receive communications from the public, shall correctly explain the procedures necessary for a citizen to report a fire or other type of emergency and a non-emergency call.

1. Discuss the various means by which a citizen might report an emergency (telephone, pull box, walk in.)
2. List and explain each step of the procedure for a citizen to report a fire or other type of emergency.
 - a) Discuss how hearing-impaired individuals can use TDD or TTY devices to make emergency calls.
3. Discuss how and where this public education of emergency reporting can be accomplished.
4. Briefly discuss and demonstrate the procedure for a citizen to report an emergency.

5. Discuss the differences between basic and enhanced 911 systems.

Reference:

Delmar Handbook 3rd edition, pages 59-66
J&B Fundamentals 2nd edition, pages 83-85
IFSTA Essentials 5th edition, pages 937-941

APPLICATION

Have each Firefighter I candidate correctly perform receiving a report of fire by telephone from a citizen. Having the instructor act as the citizen, deliberately fail to give the Firefighter I candidate all of the essential information and see if the Firefighter I candidate successfully retrieves the required information. Allow the class to observe each exercise, but not make any comments. Once the class has completed this evolution, solicit comments from the group and discuss how well the class demonstrated this operation.

PRESENTATION

ENABLING OBJECTIVE #3

The Firefighter I candidate shall correctly explain the procedures for receiving an alarm from the dispatch center or a report of an emergency from the public and then demonstrate the appropriate action.

1. Discuss how to determine which units should be sent to an emergency or nonemergency call.
 - a) Depends on the location of the incident
 - b) Depends on the classification of the incident.
2. Discuss the procedures for alerting fire department personnel of an emergency call.
 - a) Staffed stations.
 - b) Un-staffed stations.

NOTE: All fire department radio operations must follow the rules of the FCC.

3. Discuss the fire department's policies and procedures for receiving an alarm from the public including Mayday procedures.

4. Discuss the need for proper radio skills.
 - a) Radio procedures.
 - b) Dispatching EMS.
 - c) Arrival and progress report.
 - d) Assignment of tactical channels.
 - e) Calls for additional response.
 - f) Emergency radio traffic.
 - g) Evacuation signals.
 - h) Clear communication

5. Discuss the procedures for filling out an incident report.
 - a) NFPA 901.
 - b) US Fire Administration developed programs (NFIRS).

Reference:

Delmar Handbook 3rd edition, pages 66-79
J&B Fundamentals 2nd edition, pages 87, 93-96
IFSTA Essentials 5th edition, pages 941-949

APPLICATION

Have each individual Firefighter I candidate correctly demonstrate receiving an alarm from dispatch and receiving an alarm from the public. In each case have the Firefighter I candidate follow fire department policy and initiate the required action for this alarm. The instructor will act as dispatcher and as a citizen in each respective case. Allow the class to observe each exercise, but not make any comments. Once the class has completed this evaluation, solicit comments from the group and discuss how well the class demonstrated this operation.

APPLICATION

Have each individual Firefighter I candidate, given a dummy microphone or radio; correctly communicate routine traffic, emergency traffic, and the issuance of a radio transmitted evacuation signal over the radio. The instructor will act as the firefighter on the opposite end of the communication. Allow the class to observe each exercise. Once the class has completed this evolution, solicit comments from the group and discuss how well the class demonstrated this operation.

PRESENTATION

ENABLING OBJECTIVE #4

The Firefighter I candidate shall correctly define the purpose and function of all alarm receiving instruments and personnel alerting equipment provided to the department and its members.

1. Discuss the exact purpose and function of each alarm signaling device located in the fire department. Note the source of the alarm device and exactly how the device receives its signal. An explanation of the types of signals may be necessary (e.g., fire or trouble signals).
 - a) Wired telegraph circuit box.
 - b) Telephone fire alarm box.
 - c) Radio fire alarm box.
2. Discuss the different types of fire department communication systems.
 - a) Simplex and duplex systems
 - b) Repeated systems
 - c) Trunking systems.
3. List the hazards that may affect any type of alarm signal device.
 - a) Weather.
 - b) Inadvertent damage by repair crews.
 - c) Power failure.
 - d) Arsonists.
4. Describe the step-by-step procedure for testing the existing alarm receiving equipment within the fire department.

Reference: local jurisdiction S.O.G.s.
J&B Fundamentals 2nd edition, pages 84-85
IFSTA Essentials 5th edition, pages 939-940

NOTE: Fire departments may utilize one or more various types of personnel alerting devices. The instructor should review the operations manual for each type.

Fire departments may utilize one or more various types of in house alarm receiving equipment. The instructor should review the operations manual for each type.

APPLICATION

Divide the class into groups of two to six, depending on the size of the class. Have each group review the testing procedures for the alarm receiving equipment in the fire department. Allow one member of each group to direct the correct testing of one piece of alarm receiving equipment. Have the other groups observe and as each group completes its evolution, permit *constructive* criticism from the class.

SUMMARY

Review the procedure for a citizen to report an emergency or fire. Discuss the provisions within the local jurisdiction for educating the public in the area of reporting emergencies.

Reiterate the procedures for receiving an alarm from dispatch or receiving a report of an emergency from the public.

Summarize the purpose and function of all alarm receiving and personnel alerting equipment within the fire department.